



SUPPORTING CHILDREN WHO HAVE ENDURED SEVERE TRAUMA



CHARLES HUNTER ASSOCIATES

Case Study by Alex Day

ABOUT CHARLES HUNTER ASSOCIATES:

At Charles Hunter Associates, we understand the critical importance of building a children's home workforce with the requisite skills, attitudes, and qualifications to provide high-quality care and education to children with complex needs.

As specialists in recruitment for children's homes, we bring extensive experience in supporting providers by sourcing both temporary and permanent staff, based on a commitment to maintaining safety and excellence in care. Our portfolio spans a diverse range of children's homes across the UK.

CLIENT

A leading national charity provider dedicated to supporting children who have endured severe trauma.



RELATIONSHIP START DATE

Established in 2015, our partnership with this organisation marks a significant milestone for us.

Initially managed by a key account manager at Charles Hunter Associates, the reins of this relationship were handed over to me in April 2023, signalling a new phase of commitment.

PROJECT OVERVIEW

Our primary task was to recruit Therapeutic Care workers for residential children's homes catering to children who have undergone severe trauma. Our client, the residential homes provider, maintains stringent standards for candidate selection owing to the specific safety needs of the children under their care.

Two of the client's residential homes were facing a critical shortage of Therapeutic Care Workers, compromising the quality of care and safety protocols. It was imperative to address this shortage promptly to maintain a high standard of care and ensure the safety of the children.

WHAT OBSTACLES/CHALLENGES DID YOU OVERCOME?

The roles involved demanding work with children who may exhibit challenging behaviours, including a lack of boundaries, due to their complex backgrounds. Understanding the specific needs of these children and the client's strict criteria for candidates was vital for a successful recruitment process.

To meet these requirements, we developed a tailored vetting process focused on identifying candidates with unique qualities such as emotional resilience and a strong aptitude for working with young people. As part of meeting this challenge, I consulted closely with the organisation to develop a deep understanding of its therapeutic principles, holding multiple meetings with key senior leaders both virtually and in person.

Additionally, we conducted extensive research on previous unsuccessful candidates and those who had left the role, comparing their profiles with those of successful candidates. This analysis helped us identify common trends and refine our candidate selection process accordingly.

As a result of the insights we gained, we then recommended and implemented several improvements to the client's recruitment process. These enhancements included incorporating exit interviews for both managers and workers, introducing additional interview stages to further assess candidate suitability, and instituting quarterly performance meetings to ensure ongoing alignment with the charity's goals.

Through these proactive measures and our collaboration with the client, we were able to create a mutually beneficial system that aligns with the organisation's objectives and supports success for both candidates and the charity.

OUTCOME FOR THE CLIENT:

As a result of our collaboration, the client has transitioned to an exclusive partnership with us. This strategic alliance has led to significant benefits, including reduced overall recruitment expenditures, fewer instances of vacant positions, and improved staff retention rates. By partnering with us, the client has gained a recruitment ally who deeply understands their operational challenges and the specific qualities Therapeutic Care workers need to successfully deliver their services.

A word from MARK BEAVER, Associate Director, Charles Hunter Associates:

Thanks to Alex's hard work, we successfully identified and onboarded a cohort of highly skilled Therapeutic Care workers for residential homes with acute necessities. By bolstering the staffing levels with high-calibre candidates who met the organisation's rigorous standards, we contributed to elevating the quality of care provided to children with trauma and complex care needs.

We look forward to providing further support to this client and creating similar outcomes for other organisations with significant recruitment requirements and challenges.



For more information on how we delivered this project, or to work with us **GET IN TOUCH WITH OUR TEAM TODAY!**